

Application Form Prescient Retirement Annuity Fund Prescient Preservation Funds

How to Invest

- Before investing, please read the Terms and Conditions of Membership (attached hereto), as well as the Investment Option Brochure, carefully.
- Please complete all relevant sections of this form, and send pages 1-4 together with the required documents to the Administrator at prescient@thecycle.co.za or fax to 086 605 3877.
- Cut off times for receiving instructions are 13:00 (SA).
- Please tick the applicable box depending on your investment.

Prescient Retirement Annuity Fund

Prescient Preservation Pension Fund

Prescient Preservation Provident Fund

- The following supporting documentation must be submitted with this application:

FICA documentation

Recognition of Transfer stamped and signed by transferring Fund, if applicable.

Proof of deposit

Statement by transferring Fund completed by current administrator of the Fund, if applicable.

Proof of banking details

For PSP portfolios: signed discretionary investment mandate with chosen discretionary FSP.

Member Details

Title _____ Surname _____

First Name(s) _____ Male _____ Female _____

Date of Birth _____ Nationality _____

Identity Number or Passport (if no RSA ID) _____

Income Tax Number _____ Country of Residence _____

Physical Address _____

_____ Post Code _____

Postal Address _____ Post Code _____

Telephone (H) _____ Telephone (W) _____

Cell _____ Fax _____

Email Address _____

Marital Status:

Single

Divorced

Ante-Nuptial Contract

In Community of Property

Please specify your preferred method of receiving correspondence

E-mail

Postal Address

Copy sent to Financial Advisor

Where no selection is made correspondence will be sent to the e-mail address supplied above. If no email address is supplied, correspondence will be sent via post.

Acting on behalf of Investor *

* This is for Guardians/ persons with Powers of Attorney Capacity _____

Title _____ Surname _____

First Name(s) _____ Male _____ Female _____

Date of Birth _____ Nationality _____

Identity Number or Passport (if no RSA ID) _____ Income Tax Number _____

Physical Address _____

_____ Post Code _____

Postal Address _____ Post Code _____

Telephone (H) _____ Telephone (W) _____

Cell _____ Fax _____

Email Address _____

Financial Advisor Details (if applicable)

Name of Financial Advisor _____

Name of Financial Services Provider (FSP) _____ FSP License Number _____

Contact Tel No _____ Email _____

Prescient's Financial Services Provider code (to be obtained from the administrator)

Licence Category: Category I Category II Category IIA

VAT vendor status: Registered Not Registered VAT Number _____

I, the appointed Financial Advisor for this investment application declare that:

1. I am licensed to render services in respect of this product.
2. I have made the disclosures required in terms of the Financial Advisory and Intermediary Services Act 37 of 2002 (FAIS) and subordinate legislation thereto, to the investor/s.
3. I have fully explained the meaning and implications of replacement (if applicable) to the investor/s and that I am fully aware of the possible detrimental consequences of replacement.
4. I have established and verified the identity of the investor/s and persons acting on behalf of the investor in accordance with the Financial Intelligence Centre Act 38 of 2001 (FICA) and the regulations thereto. I will keep records of such identification and verification according to the provisions of FICA.
5. I have explained all fees that relate to this investment to the investor/s and I understand and accept that the investor/s may withdraw his / her authority for payment to me in writing and inform Prescient.
6. My personal information may be used by Prescient in the normal course of business to provide the products and services and Prescient may retain any information for purposes of investment transactions, processing and administration and to communicate directly with me. Personal information will not be given or sold to any third parties. Prescient will disclose or report personal information if and when required to do so by law or any regulatory authority, and to our employees, or agents who require such information to carry out their duties.

Signature of Financial Advisor _____ Date _____

I agree that the administrator of the fund may deduct and pay over to my Financial Advisor the following negotiated fees on this and all future transactions until otherwise specified:

Initial fee % . % Maximum 3.0% (excluding VAT) deducted prior to the investment being made. Where the annual fees are more than 0.5%, initial fees are capped at 1.5%. If it is agreed that no initial fee is payable, please insert 0%.

Annual Fee % . % Maximum 1.0% (excluding VAT) of the investment account. Where the initial fee is more than 1.5%, the maximum annual fee is 0.5%. If no annual fee is payable, please insert 0%.

Signed at _____ Date _____

Full Name of Signatory _____ Capacity _____

Signature of Investor/Legal Guardian/authorised representative* (if applicable) _____

* If signing on behalf of the investor please provide proof of authority and supporting verifying documentation

Source of Funds Invested

Please specify the source of funds (e.g. salary; investment proceeds; sale of assets; inheritance etc.) Prescient reserves the right to request documentary proof e.g. income statement, bank statement.

Banking Details of Member

The following bank details will be used to make any benefit payments.

Name of Account Holder _____

Name of the Bank _____

Branch Name _____ Branch Code _____

Account Number _____ Account Type _____

Signature of Account Holder _____

- The account holder must have a South African bank account.
- Debit orders will be deducted from this account.
- Payments will only be made to the bank account in the name of the registered investor.

Method of Payment

Lump Sum

Minimum Lump Sum: Retirement Annuity – R 5 000.00
Preservation Funds – R50 000.00 (Transfers only)

Please deposit / transfer the lump sum investment directly into the following applicable bank account:

Account Name	Account Number	Bank	Branch	Branch Code
Prescient Retirement Annuity Fund	625 309 87512	FNB	Benmore Gardens	252 155

Account Name	Account Number	Bank	Branch	Branch Code
Prescient Preservation Pension Fund	625 309 85631	FNB	Benmore Gardens	252 155

Account Name	Account Number	Bank	Branch	Branch Code
Prescient Preservation Provident Fund	625 309 86837	FNB	Benmore Gardens	252 155

Cheque deposit All cheques need to be endorsed as "Non Transferable" and deposited directly into the inflow account by the investor. Banks do not accept cheques that exceed an amount of R500 000.00. The investment will only be made when cheques are cleared. I agree to pay bank charges and costs incurred for any cash deposits made.

Electronic/Internet transfer Electronic internet transfers may take up to 2 days to appear in the bank account. An investment may only be made upon receipt of documentation and funds into the account. Please attach proof of transfer.

Transferring Fund Pension Fund Provident Fund Retirement Annuity Fund

Registered Fund name _____ FSB registration number _____

Debit Order / Electronic Collection Minimum – R300 per month (Applicable to Retirement Annuity Fund only)

I hereby authorise the Administrator to deduct the stated amount for the investment at the ruling price on that day from the bank account above as well as any amendments that may be made during the period of this investment. I agree to pay bank charges and costs incurred by this electronic collection or debit order. Any debit order instruction/amendment must be received in writing by the Administrator prior to the 15th day of each month in order for it to be acted upon before the 1st working day of the following month.

Electronic collection Funds are deducted from the investor's bank account 4 days after the receipt of this application form and supporting documentation. Electronic collection by the Administrator is restricted to a maximum of R500 000 per debit. Where a higher amount than this is requested, multiple debits will be processed on the same day.

Regular debit order Funds are deducted from the investor's bank account on the 1st working day of each month.

Commencement date Annual Escalation %

Banking details for debit order deduction/electronic collection (if different from investor's bank details):

Name of Account Holder _____

Name of the Bank _____ Branch Name / Code _____

Account Number _____ Account Type _____

Signature of Account Holder _____

Investment Option Details

Please complete the table below once you have made your selection from the latest Investment Option Brochure.

Insert version number

The Retirement Funds require that your total investment adheres to the investment limits set out in Regulation 28 of the Pension Funds Act. The following asset class limits must be adhered to:

- A maximum exposure of 75% in equity investments;
- A 100% exposure to cash or debt instruments issued by/guaranteed by the RSA Government; else a maximum of 75% in other debt instruments;
- A maximum exposure of 25% in immovable property investments;
- A maximum exposure of 10% in commodities and a maximum exposure of 15% in hedge funds, private equity funds or other types of assets;
- A maximum exposure of 25% in offshore investments.

The Fund may change the composition of the allocation to ensure compliance with the Act.

If you are investing into a Personal Share Portfolio (PSP), please insert the name of the PSP provider followed by the letters "PSP" in the first column below. It is your responsibility to make sure that you meet the PSP provider's investment minimum requirements and that you sign an investment mandate with them.

Investment Portfolio	Investment Amount (R) or %	Debit Order
		R
		R
		R
		R
Total		R

Special Fee Instructions

In the event that a special fee arrangement has been entered into, please indicate such arrangement below.

Beneficiary Nominations

Please nominate one or more natural persons as beneficiaries below.

- The allocation of death benefits are subject to the discretion of the trustees of the Fund, in the terms of Section 37C of the Pension Funds Act. Children of any age as well as your spouse automatically qualify as a dependant. Nominees are those persons you indicate who you wish to receive the benefit and they may or may not be related/a dependant.
- You may change your nominated beneficiaries by written notice to the Fund at the Administrator's address. Such notification must be received before your death.
- Nominations where ID / Passports numbers are not provided will not be accepted.
- Should you wish to nominate more than 4 (four) beneficiaries, please attach a separate signed sheet to this form.

Dependant Nominee

Surname: _____

First Names: _____

ID/Passport no: _____

Relationship: _____

Share %: _____

Dependant Nominee

Surname: _____

First Names: _____

ID/Passport no: _____

Relationship: _____

Share %: _____

Dependant Nominee

Surname: _____

First Names: _____

ID/Passport no: _____

Relationship: _____

Share %: _____

Dependant Nominee

Surname: _____

First Names: _____

ID/Passport no: _____

Relationship: _____

Share %: _____

Authorisation and Declaration

1. I have read and fully understood all the pages of this application and agree to the Terms and Conditions of this investment into the Retirement Fund, and I understand that this application and any further documents read with Membership Certificate and the Rules of the Fund (as amended from time to time) constitute the entire agreement between the Fund and me.
2. I warrant that the information contained herein is true and correct and that where this application is signed in a representative capacity, I have the necessary authority to do so and that this transaction is within my power.
3. I am aware of the charges and fees applicable to my investment.
4. I authorise the Administrator to deduct any debit orders, electronic collections, any applicable taxes and also to pay all fees.
5. I acknowledge the inherent risk associated with the selected Investment Option and that there are no guarantees.
6. I understand that I cannot withdraw from the Fund or have access to any benefits of the Fund before age 55 (unless on proven medical grounds), and I cannot apply for a loan or use my interest in the Fund as collateral security for a loan.
7. Notwithstanding the above clause, understand that I may make one withdrawal from my Preservation Fund before age 55, which may have tax implications.
8. I understand that all investment options held in the Fund are owned by the Fund and that I have no right to specific investments held for my benefit.
9. I understand that Section 37C of the Pension Funds Act, No 24 of 1956, governs the distribution of benefits on my death. In terms of the Act, the Trustees have a duty to apportion benefits equitably between my dependants and nominees. My nomination will assist the Trustees in making these decisions, however, payment to my nominated beneficiaries is not guaranteed.
10. I understand and agree that no part of the services provided by the Fund or by the Administrator constitutes a solicitation, recommendation, guidance or proposal, nor does it constitute financial, tax, legal, investment or other advice. I warrant to the Fund and the Administrator that I am acting for my own account, I have made my own independent decisions to enter into the investment and as to whether the investment is

appropriate or proper for me, based upon my own judgment and upon advice from such advisors as I may deem necessary. I warrant that I am not relying on any communication from the Fund or the Administrator, whether written, oral or implied as investment advice or as a recommendation to enter into the investment; it being understood that information and explanations relating to the terms and conditions of an investment shall not be considered investment advice or a recommendation to enter into the investment. I warrant that I have not received from the Fund or the Administrator any assurance or guarantee as to the expected results of the investment.

11. I understand that I will be given online access to view my investment statement and/or the progress of any transaction whilst I am a member of the Fund and that the information reflected in such statement is live. I further acknowledge that I understand that any transaction is subject to change and may be corrected by the Administrator if necessary.
12. I understand that the Administrator will accept instructions from my Financial Service Provider (FSP) only if duly appointed and authorised in writing by me. The Administrator will not be held liable for any losses that may result from unauthorised instructions given to it by my FSP.
13. I hereby authorise the Administrator to furnish written reports to my duly appointed Financial Services Provider, if applicable.
14. If I have appointed a Financial Advisor I authorise the payment of the negotiated fees to be paid to my Financial Advisor. This authority to pay fees may be withdrawn by written notice to the Administrator.
15. I authorise the Administrator to accept and act upon instructions by facsimile or e-mail and hereby waive any claim that I have against the Administrator and indemnify the Administrator against any loss incurred as a result of the Administrator receiving and acting on such communication or instruction.
16. Any personal information may be used by the Administrator in the normal course of business to provide the products and services and the Administrator may retain any information for purposes of investment transactions, processing and administration and to communicate directly with me. Personal information will not be given or sold to any third parties. The Administrator will disclose or report personal information if and when required to do so by law or any regulatory authority, and to our employees (if relevant), or agents who require such information to carry out their duties.
17. I consent to the Administrator making enquiries of whatsoever nature for the purpose of verifying the information disclosed in this application and I expressly consent to the Administrator obtaining any other information concerning me from any source whatsoever to enable it to process this application.

Signed at _____ Date _____

Full Name of Signatory _____ Capacity _____

Signature of Investor/Legal Guardian/authorised representative* (if applicable) _____

* If signing on behalf of the investor please provide proof of authority and supporting verifying documentation

PRESCIENT RETIREMENT ANNUITY FUND (The Fund)
PRESCIENT PRESERVER PENSION FUND (The Fund)
PRESCIENT PRESERVER PROVIDENT FUND (The Fund)

ANNEXURE B.....

INVESTMENT MANDATE

The FSP enters into an Investment Mandate with (the Member) who is a member of the Fund, with such mandate entered into being deemed to form part of the Portfolio Management Agreement entered into between Rexasolom (Pty) Ltd and the Fund.

The FSP agrees to comply with the Investment Mandate(s) as set out in this annexure and required by the Fund in managing the Investments and carrying out its appointment as FSP in terms of the agreement. The Fund may at any time require the FSP to change the composition of Investments in each portfolio in order to ensure compliance with the Applicable Law, its Fund Rules, any directive from a regulatory authority or where deemed necessary by the board of trustees of the Fund.

A Full Discretion Mandate was completed in respect of the Member and the particulars of such Mandate is summarised below

Tick the appropriate boxes below:

Portfolio Type	Risk Category	Asset Composition	Time Frame	Growth	Income	Growth + Income
Rexasolom Cash Portfolio	Low	Short dated Money Market	Less than 1			
Rexasolom 5%+ portfolio	Low/med	Flexible mandate with lower local and global equity exposure and an emphasis on high yielding instruments	1-3 year horizon			
Rexasolom 5% portfolio	Medium	Flexible Mandate with a balanced exposure to local and global equities	3-5 year horizon			
Rexasolom 3% Portfolio	Medium/ High	Flexible Mandate with a high exposure to local and global equities	5-7 year horizon			

The Management fees payable in respect of the Member to Rexasolom shall be% of the net asset value per annum of the Portfolio, calculated monthly.

SIGNED at _____ on this _____ day of _____ 20__

For : THE MEMBER

SIGNED at _____ on this _____ day of _____ 20__

For REXSOLOM (PTY) LTD

General

1. The Prescient Retirement Funds (“the Funds”) are registered with the Financial Services Board and approved for tax purposes by the South African Revenue Service. The Funds are administered by an administrator chosen by the Funds’ Trustees from time to time. The current administrator is Prescient Life (RF) Limited with Reg. No. 2004/014436/06 (“Prescient Life”). Prescient is an approved retirement benefit administrator and an authorised financial services provider. Prescient Life has outsourced certain aspects of the administration function to D&D the Cycle (Pty) Limited (Reg. No: 2013/157477/07) (“the Administrator”) who is also an approved retirement benefit administrator, specifically in relation to the personal share portfolios (“PSPs”) selected by Members. The current investment options available to members in the Funds are those unit trust funds and life pools administered by Prescient Management Company (Pty) Ltd and Prescient Life, as well as PSPs offered by authorised discretionary financial services providers.
2. This application together with the Membership Certificate document, will govern the legal relationship between the investor and the Fund. It is the Administrator’s sole discretion to accept or reject the investor’s application form.
3. Once the investor’s application is accepted, the Administrator will provide the investor with a Member Certificate confirming the investment and summarising the terms and conditions of membership of the Fund.
4. Membership of the Fund will commence on the later of the date on which this application form has been accepted with the supporting documentation and a contribution / transfer has been received into the bank account of the Fund and proof of deposit has been received.
5. Investments into the underlying Investment Options will be made within 1 business day of acceptance of the application, subject to any delays caused by any third party or any other occurrences beyond the control of the Administrator. Any interest earned on any deposit of the contribution / transfer into the bank account of the Fund on the first day will be used to pay the expenses of running the Fund as authorised by the Trustees of the Fund.
6. The rules of the Fund may be examined at the Fund’s registered office and a copy of the rules can be obtained from the Administrator at a nominal fee.
7. The Fund is entitled to change any of the underlying Investment Options offered by it, at its discretion. In the event that the Fund removes an underlying Investment Option, the investor will be given written notice (to the last known address), and requested to provide the Administrator with a switch instruction (detailing which alternative portfolio has been selected). In the absence of any signed instruction, the Administrator will affect a switch to the Prescient Money Market Fund.
8. All material facts must be accurately and properly disclosed, and the accuracy and completeness of all answers, statements or other information provided by or on behalf of the investor, are the investor’s own responsibility.
9. The investor has 14 days after receipt of the investment confirmation within which to report any errors to the Administrator.
10. No indulgence granted by the Funds / the Administrator shall affect or prejudice the rights of the Funds / the Administrator, nor shall it be regarded as a waiver of the Fund’s / the Administrator’s rights.

Personal Share Portfolio (PSP)

1. The PSP is held in the name of the relevant Fund for your benefit.
2. The Fund has given the PSP provider an investment mandate. In terms of this mandate, a PSP may include listed shares, listed debt instruments like bonds, listed property, cash and other approved securities.
3. The PSP provider is responsible for the investment management of all assets in the PSP.
4. The PSP provider may not process any request from you or provide any investment instruction that falls outside the Fund’s investment mandate with them.
5. The Fund allows you to provide input to the PSP provider on the management of your PSP. This input is limited to the investment mandate you have entered into with the PSP provider.
6. The Fund may withdraw your ability to provide input to the PSP provider, at any time.
7. The PSP is subject to the PSP provider’s standard business rules, procedures and timing standards which must be provided to you when you enter into an investment mandate with the PSP provider.
8. The Administrator will pay the PSP investment amount to the PSP provider once it has accepted your application.
9. The Administrator will use portfolio information provided by the PSP provider to calculate a unit price in respect of your total investment holdings in order to report to you. Delays in pricing a PSP beyond the Administrator’s control may result in delays in processing instructions.
10. All PSP’s must contain a cash component for the deduction of ongoing fees payable e.g. administration fees and PSP fees.
11. If there is any tax to be paid for transactions in the PSP, the Administrator will request your PSP provider to pay it from the PSP.
12. If your investment in the PSP is at any time less than the PSP provider’s minimum for a segregated portfolio, the PSP provider may switch the current PSP investment to another investment component deemed suitable by them, such as a portfolio under a collective investment scheme.
13. Any PSP solely invested in, or any combination of a PSP and another investment option, must comply with Regulation 28 of the Pension Funds Act.

Applicable if appointing a Financial Advisor/FSP

14. The Administrator will only accept applications, submitted on behalf of investors, from FSP’s who have been granted a licence by the Financial Services Board.
15. The Funds and the Administrator cannot be held responsible or liable for loss or damage suffered by the investor as a result of the FSP acting outside his / her licence parameters or because of delays in the processing or rejection of this application form, caused by the fact that the investor’s FSP is not authorised as a Financial Services Provider or is not approved by the Administrator.
16. The FSP is responsible for ensuring that the investor receives and understands all appropriate advice, product and fee information including changes in the working practices and procedures of the Administrator.

Instructions

17. Only signed written instructions (faxed copies included) from the member or the FSP will be acted upon.
18. The Administrator will not proceed with any transaction if there is any doubt as to the validity of any signatures / information or if it deems the instruction to be incomplete in any way and the Administrator cannot be held liable for any resultant losses as a result thereof.

Reporting

Statements will be emailed to the member annually after the annual audit of the fund has been completed. Electronic copies of statements are available to members through granted online access. Investors will be sent an email transaction advice on the completion of any instruction (with the exclusion of certain regular transactions) to the e-mail address as supplied above.

Risk Warning

1. Collective Investment Schemes in Securities (CIS) should be considered as medium to long-term investments. The value may go up as well as down and past performance is not necessarily a guide to future performance. CIS's are traded at the ruling price and can engage in scrip lending and borrowing. A schedule of fees, charges and maximum commissions is available on request from the Manager. There is no guarantee in respect of capital or returns in a portfolio. A CIS may be closed to new investors in order for it to be managed more efficiently in accordance with its mandate. CIS prices are calculated on a net asset basis, which is the total value of all the assets in the portfolio including any income accruals and less any permissible deductions (brokerage, STT, VAT, auditor's fees, bank charges, trustee and custodian fees and the annual management fee) from the portfolio divided by the number of participatory interests (units) in issue. Forward pricing is used. The Fund's Total Expense Ratio (TER) reflects the percentage of the average Net Asset Value (NAV) of the portfolio that was incurred as charges, levies and fees related to the management of the portfolio. A higher TER does not necessarily imply a poor return, nor does a low TER imply a good return. The current TER cannot be regarded as an indication of future TER's. During the phase in period TER's do not include information gathered over a full year.
A Money Market portfolio is not a bank deposit account and the price is targeted at a constant value. The total return is made up of interest received and any gain or loss made on any particular instrument; and in most cases the return will have the effect of increasing or decreasing the daily yield, but in the case of abnormal losses it can have the effect of reducing the capital value of the portfolio. The yield is calculated as a weighted average yield of each underlying instrument in the portfolio. Excessive withdrawals from the portfolio may place the portfolio under liquidity pressures and a process of ring-fencing of withdrawal instructions and managed pay-outs over time may be followed.
A Fund of Funds is a portfolio that invests in portfolios of collective investment schemes, which levy their own charges, which could result in a higher fee structure for these portfolios. A Feeder Fund is a portfolio that invests in a single portfolio of a collective investment scheme which levies its own charges and which could result in a higher fee structure for the feeder fund. The Manager retains full legal responsibility for any third-party-named portfolio.
Where foreign securities are included in a portfolio there may be potential constraints on liquidity and the repatriation of funds, macroeconomic risks, political risks, foreign exchange risks, tax risks, settlement risks; and potential limitations on the availability of market information. The investor acknowledges the inherent risk associated with the selected investments and that there are no guarantees.
1. Prescient is a member of the Association for Savings and Investments SA.
2. Neither the Fund nor Prescient shall be held responsible for any loss, consequential or otherwise, arising from changes in tax or other legislation that may have an impact on the performance of this investment.

Fees

2. The fees that apply to the membership of the Fund(s) are set out in the latest Investment Option Brochure and the Member guide.
3. A fee of R4.30 applies to each debit order collection.
4. The Funds and the Administrator does not charge an initial fee.
5. You may negotiate an initial advisor fee, subject to the relevant maximums, to be paid to your financial advisor before your first contribution is invested.
6. The annual management fee is the fee paid to product providers for managing the investment portfolios.
7. An annual advisor service fee may be paid to your financial advisor out of the annual management fee. This is set and taken into account when the price of the portfolio is calculated (i.e. part of the standard expense of the portfolio). You cannot negotiate this fee percentage.
8. You may negotiate an additional annual advisor fee to be paid to your financial advisor. Units will need to be cancelled to pay your advisor this fee.
9. All fees may be amended from time to time, and in such event, a notification will be sent to the investor.

Retirement Fund Details

	FSB Registration number	SARS approval number
Prescient Preservation Pension Fund	12/8/37745	18/20/4/41990
Prescient Preservation Provident Fund	12/8/37746	18/20/4/41991
Prescient Retirement Annuity Fund	12/8/37744	18/20/4/41992

FICA Requirements

In terms of the Financial Intelligence Centre Act, 2001 ("FICA") Prescient requires a copy of each of the following documents:

An "ID document" means a document containing a photo, full names, date of birth and ID number, a passport containing or a valid driver's licence.

"Proof of address/business address" means a document less than 3 months old containing residential address that is a utility bill, bank statement, rates account or tax invoice.

1. **South African Citizens and Residents or Foreign Nationals (Natural Person)**
 - ID document, drivers licence or a passport.
 - Proof of address.
 - Proof of income tax number
2. **Third Party Representing another Individual/Power of Attorney (Natural Person)**
 - ID document in respect of both parties.
 - Proof of address.
 - Proof of authority to act e.g. power of attorney, mandate, resolution or court order.

Fund Contact Details

Prescient House
Westlake Business Park
Otto Close
Westlake
7945

P O Box 31142
Tokai
7966

plife@prescient.co.za
www.prescient.co.za
Tel: 021 700 3600
Fax: 021 700 5425

Administrator Contact Details

D&D the Cycle (Pty) Limited
Building 4,
Culross On Main,
34 Culross Road,
Bryanston, Sandton, 2021

P O Box 73725
Fairland
Johannesburg,
Gauteng, 2030

www.thecycle.co.za
Tel & Fax: 0836304359

Complaints

Please do not hesitate to contact the Principal Officer if you are not satisfied with this investment or the services received from the Administrator. The contact address is the same as the address of the Fund set out above. The Principal Officer will acknowledge the complaint in writing and will inform the investor of the contact details of the persons involved in the resolution thereof. If an investor is not satisfied with the response from the Principal Officer, he / she has the right to address his / her complaint in writing to the Pension Funds Adjudicator at the address below.

If an investor has a complaint about the advice given by the Financial Advisor, he / she has the right to address his / her complaint in writing to the Ombud for Financial Services Providers at the address below.

FAIS Ombud
P O Box 74571
Lynnwood Ridge
0040

Tel: +27 12 470 9080
Fax: +27 12 348 3447
Email: info@faisombud.co.za

Pension Fund Adjudicator
2nd floor, Sandown House
Sandton Close 2
Sandton, 2196

Tel: +27 11 783 4134
Fax: 087 942 2644
Email: enquiries@pfa.org.za

